

Incident #	Date	Start Time	Total Time (hours)	Corrective downtime (hours)	Preventive downtime (hours)	Delay time (hours)	Problem	Cause	Device (Location)
A6	12/7/2004	?	2.75		2.75		Hardware replacement (SAN disk array controller)		SAN
A7	12/14/2004	?	2.42		2.42		Hardware replacement (SAN CPU and cache modules)		SAN

The counts of incidents by problem type are listed in Table 4-2. Table 4-2 shows that some incidents had multiple types of problems.

Table 4-2. Counts of Incidents by Problem Type

Problem Type	Count
Software	9
Human or procedure	7
Hardware	6
Interfaces (workstation-server communications or networking)	3
Database configuration	1

A more detailed classification of incident types can be found in Table 4-3.

